

Dear Cornerstone Volunteer,

On behalf of the Cornerstone Youth Center Staff, Volunteers, and the Board of Directors, we welcome you as a part of our ministry team! We value our volunteers as together we partner in ministry, serving Him as we welcome the over 250 youth that will come through our doors this year!

You will find that becoming a Cornerstone volunteer is rewarding, sometimes challenging, and a great opportunity to share your God given gifts and talents with our youth in grades 7-12. Whether you tutor students in the homework room, prepare and serve snacks in the Café, skateboard in the Pit, or shoot pool in the Mix, you are touching lives and building healthy relationships.

We trust that you will realize your volunteer efforts to be a work unto God (Colossians 3:23) and we pray that the Lord will give you the strength, grace, and patience to be His servant through your interactions at Cornerstone Youth Center.

We welcome you to check out the Volunteer video on our web site, to listen to their stories, and be mindful that as you allow God to guide you in this relationship with Cornerstone ... you will find your fit. You may, in His timing, be the somebody to the teen that feels they have nobody!

We welcome you to our Cornerstone family!

In His service,



Laurie Shepler
Executive Director



Jonathan Weatherholtz
Coordinator of Youth & Ministry

Building Lives On The Strong Foundation

Title: Volunteer (General)

Effective Date: December 10, 2012

Revised Date: April 14, 2014, March 9, 2015

Approval Authority: Board of Directors

Purpose:

To build trusting relationships with youth, who will become responsible adults equipped and empowered with life skills, a living faith, dignity, and a sense of belonging.

Supervisor:

The Volunteer is responsible to the Executive Director.

Qualifications:

1. Be a growing disciple of Jesus Christ, with a teachable attitude and a servant's heart. Demonstration of this must include active participation in a local congregation or Christian fellowship. (The possible exception to this qualification is the case of an E-town College student in the care of John's CCO ministry.)
2. Demonstrates a willingness to approach youth with a non-judgmental attitude.
3. Has a conviction that each youth is worth knowing and helping (socially, intellectually, emotionally, and spiritually), regardless of the youth's willingness to change.
4. Demonstrates an ability to work as part of a team, and be willing to serve under the leadership of other volunteers that have been placed in authority.
5. Submits all necessary clearances and waivers as outlined in CCM's "Child Abuse Policy".

Responsibilities:

1. Commit to one school year (September-August) and will be reviewed annually. Serves twice per month minimum. (Ideally once/week)
2. Communicates availability weekly, usually in response to an email from the Executive Director. If circumstances require a change of plans in serving, the Volunteer should contact the Executive Director.
3. Arrives 10 minutes prior to Volunteer's shift of service in order to assist with opening the building.
4. Carries out the responsibilities required within the area assigned. (i.e. café, game room, skate park, etc.)
5. Works closely with the Associate Director and other Volunteer Teams.
6. Conducts oneself in a manner consistent with Cornerstone Community Ministries, Inc. (CCM's) Code of Conduct policy.
7. Reports any specific incidents, needs, or issues of youth to the Executive Director.
8. Reports any actual or suspected abuse as detailed in CCM's Child Abuse policy.
9. Engages the youth, seeking to build nurturing relationships that lead them toward a living faith in God.
10. Includes CCM's youth and their families in one's prayer life.
11. Attends staff training and fellowship events.

Title: Mission, Vision and Core Values

Effective Date: May 13, 2013

Approval Authority: Board of Directors

Mission

To provide a safe and fun environment where youth can form trusting relationships, respond to the Gospel, and find wholeness in life through Christ.

Vision

To continue the work of Jesus Christ by meeting the spiritual, physical, and emotional needs of youth in partnership with local churches and the community.

Core Values

- We Love Youth
- Jesus Changes Lives
- Transformation Involves Partnership
- God Delights in the Joy of His People
- All Things Belong To God

We Love Youth

In our love for youth, we desire to serve and guide them as they form habits, worldviews, and relationships that will shape the future of our community. It is our hope that we help create responsible adults equipped and empowered with life skills, a living faith, dignity, and a sense of belonging. (Eph. 4:12-13, Mark 12:28-34)

Jesus Changes Lives

We believe that Jesus transforms lives, gives hope, bestows destiny, and provides a strong foundation for life. (John 14:6, 2 Cor. 5:17, Jeremiah 29:11, Matt. 7:24)

Transformation Involves Partnership

Cornerstone is an extension of the Church with the purpose to facilitate relationships among Christians, local youth and the community in a “common ground” setting outside the church walls. In order to serve God and neighbor, Cornerstone must be intentional in developing relationships with local churches, businesses, and other organizations that are working to make the greater Elizabethtown area a more wholesome, vibrant community. (Ps 133, Matt 5:16, Matt. 28:18-20)

God Delights in the Joy of His People

Through all activities, we desire youth to have experiences that affirm, despite difficulties, that God is good and “His love endures forever.” We believe it is important to engage youth in creative and healthy ways of having fun. (John 15:11, Psalms 136, Genesis 1:31)

All Things Belong to God

We are called to be stewards of all God has given us (youth, staff, material resources, time, etc.). We recognize that all God created is good and can be used for His purposes. (Col 1:16, Ps 24:1, Genesis 1:31)

Title: Statement of Faith

Effective Date: May 13, 2013

Revised Date: August 10, 2015

Approval Authority: Board of Directors

Statement of Faith:

1. We believe there is one God, eternally existing in three Persons: Father, Son and Holy Spirit.
2. We believe the Bible to be the infallible Word of God.
3. We believe Jesus Christ is true God and true man. We believe in His virgin birth, His sinless life, His miracles, His death reconciling mankind with God, His bodily resurrection and ascension to the Father, His intercessory work for believers and in His personal return in power and glory.
4. We believe God created man and woman, and that He loves each person. Mankind fell from perfect relationship with God through disobedience and each person is in desperate need of salvation through faith in Jesus. Those who believe in Jesus receive forgiveness and eternal life. Those who do not believe face judgment and eternal separation from God in Hell.
5. We believe in the present ministry of the Holy Spirit who indwells believers in Christ and empowers them to live a Godly life and to testify of the Gospel with courage and confidence.
6. We believe in the spiritual unity of believers in the Lord Jesus Christ, a unity that is displayed through many congregations that are members of one Body of Christ.
7. We believe that all mankind is sinful, but through accepting the grace offered by Christ and repenting of our sins, we can experience eternal life. Similarly, we believe that those who engage in a lifestyle of unrepentant sinful behavior are not representing Christ and His desires for our lives.

Title: Mentoring Youth

Policy and Procedure Number: 013

Effective Date: April 8, 2013

Approval Authority: Board of Directors

Purpose:

To maintain integrity and healthy relational boundaries necessary for Cornerstone Community Ministries, Inc. (CCM) staff and volunteers to mentor youth.

Basis of Understanding:

1. References made to "*Representative(s)*" of Cornerstone Community Ministries, Inc. (CCM) in this document are all volunteers, employees, and/or Board members of CCM.
2. This policy applies to all "*Representatives*" that interacts with youth.
3. All "*Representatives*" must comply with all CCM policies and procedures concerning Child Abuse and Code of Conduct.
4. It is understood that CCM youth may not have the same boundaries concerning appropriate and inappropriate/harmful behavior as the organization.
5. The following includes "*Inappropriate/Harmful Behavior*":
 - a. Showing favoritism to one youth over another
 - b. Giving of gifts secretly
 - c. Looking for time alone with youth
 - d. Sexually provocative or degrading comments
 - e. Risqué jokes
 - f. Patting the buttocks or other private areas
 - g. Intimate/romantic/sexual contact
 - h. Corporal punishment (or physical abuse as define in CCM's *Child Abuse Policy – PP#007*)
 - i. Showing of pornography or involving youth in pornographic activities
 - j. Any other behavior that is not Christ honoring
6. Mentoring of youth is encouraged during CCM hours of operation and during CCM sponsored events such as Creation, Service Clubs, etc.
7. "*Representatives*" accept personal responsibility for all action taken and mentoring of youth is discouraged during non CCM hours of operations.

Policy:

1. All "*Representative(s)*" are not to engage in any "*Inappropriate/Harmful Behavior*" as outlined in this policy and may be subject to dismissal and/or prosecution.
2. All "*Representative(s)*" are responsible for monitoring behavior and interactions with youth.
 - a. If a violation is suspected, the person witnessing the concerned action, is to report the suspected violation to his/her supervisor as defined in CCM's *Whistleblower Policy and Procedures*.
3. All "*Representative(s)*" are discouraged from transporting any youth to/from CCM premises except those outlined in "*Cornerstone-Owned Vehicle Policy*".
4. All "*Representative(s)*" are discouraged from having contact with CCM youth in his/her home.

Title: Code of Conduct

Policy and Procedure Number: 008

Effective Date: December 10, 2012

Revised Date: June 9, 2014, June 8, 2015

Approval Authority: Board of Directors

Purpose:

To set forth and govern the ethical conduct of all volunteers, employees, and/or Board members of Cornerstone Community Ministries, Inc. (CCM).

Basis of Understanding:

1. References made to “*Representative(s)*” of CCM in this document are all volunteers, employees, and/or Board members of CCM.
2. All *representatives* of CCM are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities.
3. Donors and volunteers support this organization because they have entrusted leadership to carry out the mission of CCM, to be good stewards of their resources, and to uphold rigorous standards of conduct.
4. Transparency, openness and responsiveness to public and internal concerns must be integral to our behavior.
5. The Board of Directors is responsible for setting the mission, strategic direction, oversight of the finances, operations, and policies of the organization.
6. In cooperation with the Executive Director, the Board of Directors will ensure the requisite skills and experiences necessary to carry out the duties and responsibilities that all *representatives* must comply.
7. “Good faith” for the purposes of this policy means that the individual had a reasonable basis, based on some objective fact(s), to conclude that a violation of the Code of Conduct has occurred.

Policy:

All *representatives* of CCM pledge to accept the following code as a minimum guideline for ethical conduct:

Accountability

1. We will faithfully abide by CCM’s *Mission Statement, Core Values, and Statement of Faith*.
2. We will fully comply with the articles of incorporation, bylaws, policies and procedures of CCM.
3. We will exercise reasonable care, good faith, and due diligence in organizational affairs.
4. We will fully disclose, at the earliest opportunity, information that may result in a perceived or actual conflict of interest.
5. We will fully disclose, at the earliest opportunity, information that would have significance in Board of Directors or Executive Director decision making.
6. We will remain accountable for prudent fiscal management to the Executive Director, Board of Directors, Donors, and, when applicable, to government and funding bodies.

Title: Procedures for Reporting Code of Conduct Violations

Policy and Procedure Number: 008A

Effective Date: February 11, 2013

Revised Date: March 11, 2013, June 8, 2015

Approval Authority: Board of Directors

Purpose:

To provide volunteers, employees, and/or Board members procedures to follow when suspected violations of the Code of Conduct Policy are committed.

Basis of Understanding:

1. References made in this document to Cornerstone Community Ministries', Inc. (CCM's) "*Representative(s)*" refers to any/all volunteers, employees, and/or Board members of CCM.
2. The *Compliance Officers* shall be CCM's Executive Director and the Chairperson of the Board of Directors.
3. Anyone reporting a complaint concerning a violation or suspected violation of CCM's *Code of Conduct* must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code.
4. Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously.
5. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.
6. In most cases, a volunteer's or employee's supervisor is in the best position to address an area of concern.
7. If a person is not comfortable speaking with his/her immediate supervisor or he/she is not satisfied with the supervisor's response, he/she is encouraged to speak with either a Board member, another employee or directly with the Chairperson of the Board and/or anyone he/she is comfortable in approaching.
8. It is the responsibility of all volunteers, employees, and/or Board members to comply with CCM's *Code of Conduct* and to report all violations or suspected violations in accordance with the these *procedures*.
9. The Board of Directors has specific and exclusive responsibility to investigate ALL reported violations of CCM's *Code of Conduct Policy*.

POLICIES AND PROCEDURES CORNERSTONE COMMUNITY MINISTRIES, INC.



Title: Incident Report

Policy and Procedure Number: 008B
Effective Date: March 11, 2013
Revised Date: June 8, 2015
Approval Authority: Board of Directors

File Date:

Suspected Violator(s): _____

Type of Violation: _____

Explain in Detail the nature of the violation: _____

Factual observations to support suspected violation:

Victim (if any): _____

Compliance Officer(s) Filing Report: _____

Date(s) of Incident: _____ Time(s) of Incident: _____

Location: _____

Reporting party's printed name: _____

Reporting party's signature: _____ Date: _____

Title: Confidentiality Policy

Policy and Procedure Number: 009

Effective Date: March 12, 2013

Approval Authority: Board of Directors

Purpose:

To provide policy concerning the handling of sensitive and confidential information.

Basis of Understanding:

1. All *privileged information* concerning youth, volunteers, employees, Board members, and/or donors of Cornerstone Community Ministries, Inc. (CCM) is confidential.
2. *Privileged and/or Confidential Information* means only the parties involved may have access to the information or those to whom they have consented to provide the information to. No outsiders may legally have access to it.
3. *Proprietary Information* is information that is not public knowledge and that is viewed as the property of CCM.
4. *Personal Information* is information about an identifiable individual that may include any/all of the following:
 - a. Name, address, email address, phone number
 - b. Race, nationality, ethnicity, origin, color, religious or political beliefs or associations
 - c. Age, sex, marital status, family status
 - d. Identifying number, code, symbol
 - e. Finger prints, blood type, inherited characteristics
 - f. Health care history including information on physical/mental disability
 - g. Educational, financial, criminal, employment history
 - h. Others' opinion about the individual
5. *Financial Information* is data such as credit card numbers, credit rating, account balances, and other monetary facts about a person or organization that are used in billing, credit assessment, loan transactions, and other financial activities.
6. Respecting the privacy of CCM's youth, volunteers, employees, Board members, and/or donors, and of the organization itself, is a basic value.
7. Volunteers, employees, and/or Board members of CCM may be exposed to information which is confidential and/or privileged and proprietary in nature.

Policy:

1. Personal and/or financial information is *confidential* and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director and/or the Board of Directors.
2. Care shall also be taken to ensure *that privileged, confidential, and/or personal information* is not overheard or inadvertently shared.
3. Documents containing *confidential information* are not left in the open and/or inadvertently shared.

Title: Mandatory Procedures for Reporting Child Abuse

Policy and Procedure Number: 007A

Effective Date: January 19, 2013

Revised Date: March 9, 2015

Approval Authority: Board of Directors

Purpose:

To provide procedures for any director, employee, staff, and/or volunteer of Cornerstone Community Ministries, Inc. (CCM) who suspects any form of child abuse or neglect.

Basis of Understanding:

1. The terms "child", "children", or "youth" include all persons under eighteen (18) years of age.
2. The term "Child Abuse" is defined in CCM's *Child Abuse Policy*.
3. All Cornerstone volunteers, employees and/or Board Members are considered mandatory reporters in accordance with Pennsylvania law.
4. Privileged communications between any persons that are required to report shall not apply to situations involving child abuse and shall not constitute grounds for failure to report.
5. The *Mandated Reporter* shall not reveal the existence or content of the report to any person other than those to whom the reporting is required under this procedure.
6. Any volunteer, employee, and/or Board member will cooperate with the proper authorities investigating a report of suspected child abuse.
7. Any volunteer, employee, and/or Board member who is a suspected perpetrator of child abuse shall be immediately suspended of their duty, service, and/or office until the conclusion of the investigation.
8. All reports filed by the *Mandatory Reporter* will be kept confidentially at Cornerstone for six (6) months unless otherwise deemed necessary or required by law.
9. Any *Mandated Reporter* that fails to report suspected abuse may be liable to prosecution by the proper authorities.
10. All volunteers are required to sign an indemnification waiver acknowledging that they know and understand that CCM takes no responsibility to indemnify them with respect to any incidents of alleged child abuse that occur on site or elsewhere.

Procedure:

The below procedures describes the mandatory process of reporting suspected or witnessed Child Abuse:

1. A *Mandated Reporter* must make a report of suspected child abuse if they have reasonable cause to suspect that a child is a victim of child abuse under any of the following circumstances:
 - a. The *Mandated Reporter* comes into contact with the child (youth) in the course of employment, occupation and practice of a profession or through a regularly scheduled program, activity or service.
 - b. The *Mandated Reporter* is directly responsible for the care, supervision, guidance or training of the child, or is affiliated with an agency, institution, organization, school, regularly established church or religious organization or other entity that is directly responsible for the care, supervision, guidance or training of the child.
 - c. A person makes a specific disclosure to the *Mandated Reporter* that an identifiable child is the victim of child abuse.

Title: Transportation of Youth

Policy and Procedure Number: 005

Effective Date: September 5, 2013

Approval Authority: Board of Directors

Purpose:

To identify situations, circumstances and limitations regarding any vehicles used by Cornerstone Ministries, Inc. (CCM) for the transportation of youth.

Basis of Understanding:

1. CCM-owned vehicles and/or privately-owned vehicles may be used from time-to-time to transport youth to and/or from sponsored CCM events/activities.
2. CCM-owned vehicles may additionally be used to transport products and materials.
3. CCM desires to provide transportation of youth and materials in a way that promotes safety and minimizes liability exposure.
4. Volunteers transporting youth in their privately-owned vehicles will assume all liability.

Policy:

1. CCM-owned vehicles may **ONLY** be driven by individuals whose names appear on a list of "Rated Drivers" with CCM's insurance company.
 - a. Operators of CCM-Owned vehicles must be approved by the Executive Director or, in some cases, the Board of Directors.
2. Youth being transported in CCM-owned and/or privately-owned vehicles must have permission slips signed by a parent or guardian which releases CCM from injury liability except in the case of negligence.
 - a. These permission slips may be a blanket permission slip or it may be a part of the activity permission slip.
 - b. Permission slips will only cover sponsored CCM events/activities.
3. The operator of the vehicle (CCM-owned and/or privately-owned) is primarily responsible for maintaining order within the vehicle.
 - a. When available, other adult riders will assist in maintaining an orderly and safe travel environment.
 - b. **Everyone** in the vehicle must wear the vehicle's seat-belt/restraint system and at no time while the vehicle is in motion will passengers and/or the operator be un-restrained.
 - c. Materials being transported shall be sufficiently restrained so that, in the event of an accident or sudden stop, nothing inside the vehicle can be dislodged and become a safety hazard.
4. Long-term use of CCM-owned vehicles must be recorded in a log maintained in the CCM office with such information as (but not necessarily limited to) date, destination/purpose of trip, driver, odometer reading at start and end of trip, approximate fuel level, and other notes or comments.
 - a. If fuel was purchased during the trip, receipt(s) signed by the operator must be turned in to the office so that reimbursement can be made.
5. CCM-owned vehicles may not be used for personal use unless approved by the Executive Director and/or the Board of Directors.
 - a. Fuel used for personal use is to be replaced upon return of the CCM-owned vehicle.
 - b. For large trips or substantial personal use, a donation amount may be requested by the Executive Director and/or the Board of Directors.



Title: "Pit" Policy

Policy and Procedure Number: 015

Effective Date: February 9, 2015

Approval Authority: Board of Directors

Purpose:

To adopt guidelines for volunteers and employees when serving in the "Pit" (Skate Park, basketball, etc.) in order to ensure the safety of students, volunteers and/or staff.

Basis of Understanding:

1. The "Pit" is one of the most important ways in which we serve and witness to our youth.
2. The "Pit" allows the youth to enjoy the physical activity, get to know one another, and also foster camaraderie between students, volunteers and staff members.
3. The "Pit" will be used in a manner that is consistent with Cornerstone Youth Center's *Statement of faith, Mission, Vision and Core Values*.
4. "Staff" refers to either paid and/or volunteer staff.

Policy:

1. Before any individual may participate in skating, a signed *Skate Park Waiver and Release of Liability* signed by a parent/guardian (under 18), must be completed.
2. Completed *Skate Park Waiver and Release of Liability* forms will be kept on file in the Café.
3. All Cornerstone Youth Center equipment used in the "Pit", including ramps, skateboards, helmets, etc., must be inspected prior to each day's use to ensure that all equipment is in good working order.
4. Staff must inspect the "Pit" for cleanliness before use and at the end of each day's session. Any issues found must be cared for.
5. No youth will be permitted to skate who is not wearing proper safety equipment, as defined by the posted rules and guidelines.
6. Adult supervision (over the age of 18) by staff will be provided at all times especially when youth are skating or otherwise making use of the area.
7. Staff are responsible to ensure that participating youth follow posted rules and guidelines for safe skating and are skating within their skill set. Staff who observe unsafe behavior will give a verbal warning to offending individual(s). Continued unsafe behavior may result in removal from the activity.
8. All injuries to youth and/or cared for by staff (ice, Band-Aid, etc.) must be documented in the café computer system within 24 hrs. Incidents requiring notification of parents must be reported to the Executive Director within twenty-four (24) hours after they occur.